



EPA's Lower Manhattan Test and Clean Program

CANCELLATION AND RESCHEDULING

- To cancel or reschedule, you must provide 24 hours notice to the sampling and/or cleaning contractor.
- To reschedule an appointment, you must contact the contractor within one week of the cancellation date.
- If you receive a letter or phone message asking you to contact the sampling and/or cleaning contractor, you should contact them within three days.
- Call the appropriate contractor regarding cancellation and/or rescheduling. Please do not call the hotline!

The following cancellation policies have been adopted to ensure that the process runs smoothly.

Cancellation with less than 24 hours notice: If you cancel a scheduled appointment for sampling or cleaning with less than 24 hours notice or if the contractor cannot gain access to the residence at the scheduled time (e.g., no one home), you will no longer be eligible for the program. If you fail to cancel your appointment, you will receive a notice from the EPA's sampling contractor in addition to a copy of the cancellation policy.

Cancellation with 24 hours notice: If you cancel a scheduled appointment for testing or cleaning with 24 hours notice, you will have one week to contact the appropriate contractor to schedule a new date. If you do not contact the contractor within one week or the second appointment is cancelled, you will no longer be eligible for the program.*

The contractor will not contact registrant to reschedule appointments for testing or cleaning. It is the resident's or building owner's responsibility to contact the contractor.

***If extraordinary circumstances arise, registrants can call EPA's Community Involvement Coordinator at 212-637-3677.**